



Application Support Analyst

Job Description

Ashcom Technologies Inc. is a premier developer of business system software and related mobile and Web technology solutions servicing a variety of industries. Ashcom is currently seeking an Application Support Analyst to join our growing, fast-paced company.

Responsibilities of this position include, but are not limited to, providing customer solutions and technical support, troubleshooting, accommodating clients in a friendly, professional manner, training clients on the functions of our software solutions at our office via telephone or video conferencing or onsite at client facilities, software installations, and general multi-tasking. This position has specific emphasis on problem solving, customer assistance, and training in a small team environment. Position will be on location at our Ann Arbor, MI offices.

Qualifications

- Ability to multitask in a fast-paced and quickly changing environment with a take-charge approach to getting things done.
- Capacity to troubleshoot and problem solve
- Capability to do the following:
 1. Investigate and accurately diagnose issues
 2. Determine possible solutions
 3. Effectively explain solutions to customers
- Ability to work independently, contributing to team success
- Possess excellent verbal, written, interpersonal and customer service skills
- Capacity to quickly absorb and apply knowledge gained through classroom training, documentation, independent study, or on the job scenarios.
- Experience with Microsoft Office, Outlook, CRM, and SQL databases as well as Window PC/Server operating systems.
- Ability to effectively train users on full functions of our software solutions

Duties

- Field in-bound calls, emails, and other communication from customers
- Provide customer solutions and technical support on our various copyrighted business system software and related solutions in a small team environment
- Accommodate customers in a friendly, professional manner with specific emphasis on problem solving and customer assistance
- Identify trends in customer issues and recommend product and service improvements
- Travel to customer locations up to 2 weeks per month
- Other duties as assigned

Requirements

- Position requires a Bachelor's degree or 2 or more years of related job knowledge and experience. Must be able to travel to various locations around the globe, up to two weeks per month. Sunday departure may be necessary.